

**LifeLine contacts received and closed by CAB during the month of April 2017**

Data Pull Date: 050517

LifeLine Phone Contacts in CAB					
	Jan	Feb	Mar	Apr	YTD
Received	96	101	86	82	365
Closed	96	101	86	82	365

LifeLine Written Contacts in CAB					
Received	Jan	Feb	Mar	Apr	YTD
LL Appeals (Landline & Wireless) Received	204	146	181	148	679
LL Billing Received	49	65	60	56	230
LL Complaints Received	2	2	2	2	8
LL Inquiries Received	19	14	26	13	72
LL Assignment Pending	50	34	30	43	157
Total Written Contacts Received	324	261	299	262	1146
Closed	Jan	Feb	Mar	Apr	YTD
LifeLine Appeals Closed	247	184	216	129	776
Landline Appeals	174	123	134	81	512
Wireless Appeals	73	61	82	48	264
LL Billing Closed	56	49	85	79	269
LL Complaints Closed	0	0	1	1	2
LL Inquiries Closed	26	29	42	14	111
LL Unknown ¹ Closed	2	1	1	0	4
Total Written Contacts Closed	331	263	345	223	1162

Section II - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jan	Feb	Mar	Apr	April		YTD
LifeLine Appeals (Landline & Wireless)					Denial Overturned ²	Denial Upheld ²	
LL Customer Did Not Return Form	68	50	64	33	4	28	215
LL Documents Not Provided/Does Not Meet Guidelines	46	38	33	20	14	2	137
LL Form Complexity	9	4	8	8	0	4	29
LL IDV Identity Verification	26	26	35	15	14	0	102
LL Initials Missing	21	11	14	15	1	13	61
LL No Carrier Authority	0	0	0	0	0	0	0
LL Nondeliverable	0	0	1	0	0	0	1
LL Policy/Practices	5	3	9	5	1	2	22
LL Privacy	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	2	3	6	5	4	1	16
LL Signature/Printed Name Does Not Match/Missing	62	42	40	24	13	4	168
LL SSN/DOB/Tribal ID Not Provided	8	7	6	4	3	1	25
LL Tribal	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0
Total Appeals	247	184	216	129			776

	Jan	Feb	Mar	Apr	April			YTD
LifeLine Billing					Wireless	Wireline	VOIP	
LLB Address Error	6	7	5	7	2	4	0	25
LLB Application Request	14	9	27	27	3	23	2	77
LLB Approved for Discount	10	10	10	16	11	5	0	46
LLB Discount Switched to Other Carrier	7	3	5	5	2	3	0	20
LLB Equipment	17	20	38	24	22	2	0	99
LLB New Phone Service Not LL Eligible	2	0	0	0	0	0	0	2
Total Billing	56	49	85	79				269

Disclaimer: The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

¹ Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

² Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.